



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Frontier Communications - Prairie, Inc.
for quarter ending March 31, 2011

Performance Data	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	1.00	0.90	1.00	0.97
B. Operator Answer Time - Information [730.510(a)(1)]	6.58	5.81	4.96	5.78
C. Repair Office Answer Time [730.510(b)(1)]	109.00 *	161.00 *	142.00 *	137.33 *
D. Business or Customer Service Answer Time [730.510(b)(1)]	100.00 *	131.00 *	143.00 *	124.67 *
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	80.00% *	100.00%	100.00%	93.33% *
G. Trouble Reports per 100 Access Lines [730.545(a)]	0.90	0.60	0.80	0.77
H. Percent Repeat Trouble Reports [730.545(c)]	29.00% *	0.00%	17.00%	15.33%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	7.14%	0.00%	2.38%
J. Missed Repair Appointments [730.545(h)]	1	2	0	1
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments

Prairie



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